TECHNOLOGY COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the Technology Coordinator exists is to develop alternatives to manual workflow processes, provide complex calculations and computerized reports, develop and maintain department internet and intranet sites, and provide technical support within various City departments. Some Technology Coordinators prepare graphic, design layout, and illustration for department communication projects. Work is performed under general supervision of a department director, manager, or supervisor and is evaluated primarily on the basis of results achieved. The Technology Coordinator is distinguished from the Technology Specialist by a good understanding of departmental business needs and more complex responsibilities performed with independent judgment.

ESSENTIAL FUNCTIONS

Develops and tests alternatives to manual workflow processes using a variety of computer software. Analyze user/application requirements and determine method to be used.

Provide complex calculations and generate computerized reports.

Develops and maintains departmental intranet and internet websites.

Provides department with technical support for hardware and software issues.

Acts as a liaison with the Information Systems Department regarding all technical projects.

Provides technical training to department employees for automated systems.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Microsoft Office applications and FrontPage.

Working knowledge of specialized computer software systems used in the department served including reporting capabilities and data security procedures.

Basic computer information systems and information technology terminology, concepts, and industry standards.

Ability to:

Solve basic problems with word processing, spreadsheet, database and/or system software and hardware.

Analyze departmental operating procedures and problems for potential automated solutions.

Assist in the installation of hardware and software with IS oversight.

Work in conjunction with the IS Department to leverage technology solutions for departmental business needs.

Communicate effectively and courteously both orally and in writing to customer requests on the phone and in person.

Comprehend and makes inferences from written material and verbal instructions.

Operate a variety of standard office equipment using continuous and repetitive arm, hand, and eye movement.

Produce oral and written reports with clearly organized thoughts using proper sentence construction, grammar, and punctuation.

Compile data into meaningful reports, using computerized programs.

Move heavy objects weighing up to 20 pounds.

Education and Experience:

Any combination of training, education, and experience equivalent to three years of experience working with MS Office applications and problem resolution of such software in a support role.

FLSA STATUS: Non-Exempt   **HR ORDINANCE STATUS: Classified**